

Figure 1

TTS - Detail Display - Problem (Adding a New Ticket)									
Internal		External		Impacts		Text Fields			
Severity		Status		Escalation		Closed Date			
4		Of Open		Type No Escalation		00/00/0000			
		Set By TIDWELL, GARY R		Date 05/01/1997					
Sites		Person Responsible		Entered					
<input type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> FTL <input type="checkbox"/> MIA <input type="checkbox"/> ATL <input type="checkbox"/> MAC <input type="checkbox"/> KY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN <input type="button" value="All"/>		<input type="text"/> <input type="button" value="Target Date"/> 05/12/1997		<input type="text"/> By TIDWELL, GARY R <input type="text"/> Date 05/01/1997					
		Problem		Initiated					
		Discovered By		By TIDWELL, GARY R		Date 05/01/1997			
		Date Found 00/00/0000		Category					
		Date Started 00/00/0000		Process					
		Verified		Root					
		<input type="checkbox"/> OK <input type="checkbox"/> Failed <input type="button" value="Reset"/>		Release Number					
		Date 00/00/0000		CPATS #		Job Name			
				<input type="checkbox"/> Journals		<input type="checkbox"/> Contacted		<input type="checkbox"/> RF6355	
Brief Description									
<input type="button" value="Email"/> <input type="button" value="Print"/> <input type="button" value="Copy"/> <input type="button" value="Paste"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Exit"/> <input type="button" value="Close"/>									

Figure 2

TTS - Detail Display - Inquiry (Adding a New Ticket)			
<input checked="" type="checkbox"/> Main Inquiry		<input type="checkbox"/> Text Fields	
Site <input checked="" type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> ETL <input type="checkbox"/> MIA <input type="checkbox"/> ATL <input type="checkbox"/> MAC <input type="checkbox"/> KY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN	Status O Open BY RAY, JEFF Date 02/10/2000 Person Responsible RAY, JEFF Target Date 00/00/0000	Closed Date 00/00/0000 Entered BY RAY, JEFF Date 02/10/2000 RF6355 Date 00/00/0000 AI Validation AI - Valid <input type="checkbox"/> Contacted	
Brief Description TEST			
<input type="button" value="Email"/>	<input type="button" value="Print"/>	<input type="button" value="Copy"/>	<input type="button" value="Delete"/>
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>	<input type="button" value="Print"/>	<input type="button" value="Close"/>

Figure 3

TTS - Detail Display - Bill Notification (Adding a New Ticket)									
Main		Billing Notification		Impacts		Text Fields		On-Line Documentation	
Status Notification: <input type="text" value="Open"/>				Refund/Recovery/Rerun <input type="checkbox"/> Refund <input checked="" type="checkbox"/> Recovery <input type="checkbox"/> Usage <input type="checkbox"/> Rerun <input type="checkbox"/> Related					
Name <input type="text"/>				Close Date <input type="text" value="00/00/0000"/>					
Problem <input type="text" value="Discovered By"/>				Entered By <input type="text" value="RAY, JEFF"/>					
Date Found <input type="text" value="00/00/0000"/>				Date Started <input type="text" value="00/00/0000"/>					
Contact Information Internal Name: <input type="text" value="RAY, JEFF"/> Phone: <input type="text" value="(205) 321-3381"/> Pager: <input type="text" value="(800) 999-6710 ID 994-3443"/>									
External Name: <input type="text"/> Phone: <input type="text" value="() -"/>									
Process Category: <input type="text" value="BRAVO"/> <input type="checkbox"/> Save Ticket as Text									
Root Cause Category: <input type="text" value="EBI OPERATIONS"/> <input type="checkbox"/> ON									
CPATS: <input type="text"/> <input type="checkbox"/> Change Plan: <input type="text"/>									
<input type="checkbox"/> Bill Mailed Incorrectly <input type="checkbox"/> Interest <input type="checkbox"/> RF6359									
Brief Description <input type="text" value="TEST"/>									
<input type="button" value="New Entry"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Exit"/> <input type="button" value="Close"/>									

Figure 4

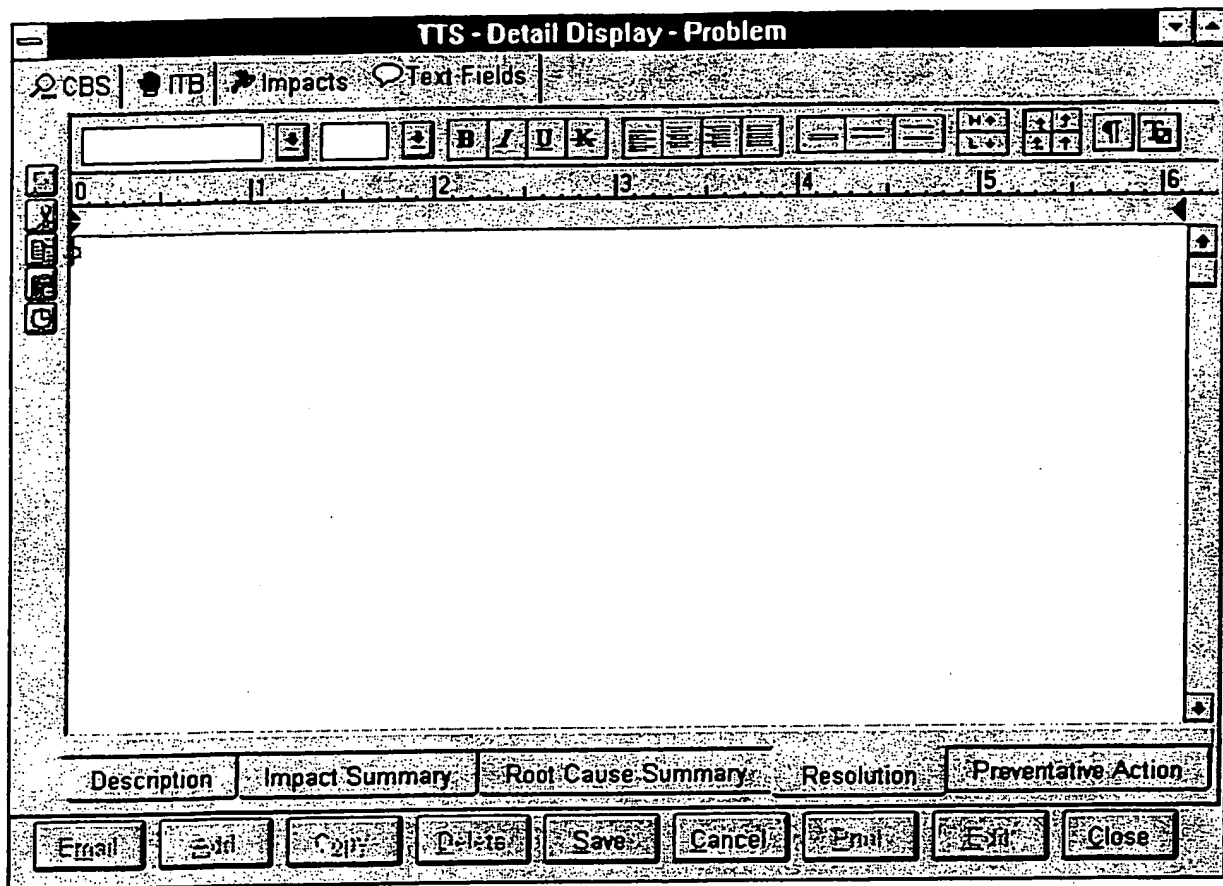


Figure 5

CBS Trouble Tracking System [20 tickets retrieved]		
File Reports Windows Help		
Ticket	Problem	Query: <input type="text"/> Display: <input type="text"/>
ID	Entry Date	Brief Description
145	05/16/1996 03:25PM	INTRALATA/INTERSTATE LTM CALLS BILLED INCORRECTLY AS TOLL TO LANDLINE CUSTOMER
96639	03/25/1997 12:50PM	BSLD ACCOUNT #1 DURATION OF CALLS IS INCORRECT.
10037	04/11/1997 03:24PM	BSLD ACCT 31 CALLS NOT GIVEN DISCOUNT FOR TERM PLAN
10209	05/01/1997 04:11PM	RELEASE 97.A / OLEC : USAGE ON MP-4027
102104	05/02/1997 08:14AM	MONTHLY SETTLEMENT REPORT NOT CREATED FOR .NET
102893	05/16/1997 03:13PM	UF027 ERRORS - KAPLAN
106141	05/19/1997 05:07PM	WATSSAVER ON WATS & TOLL FREE DIALING
106771	06/02/1997 04:01PM	UF038 ERRORS ON PBC ACCTS IN N.C.
106012	06/05/1997 02:06PM	RELEASE 97.A - DIFFERENCE BETWEEN RATING & MAVRIC BILLING 800 USAGE.
112846	06/11/1997 03:45PM	INCREASE IN MOU IN CELLULAR (MP-3108)
113345	06/18/1997 02:58PM	PLAN RECORD WAS NOT SENT TO BSLD VIA CIF
113457	06/20/1997 09:52AM	UBO - NEED TO HAVE NEW RALEIGH EXCHANGE ADDED TO ECC TABLES
113537	06/23/1997 09:35AM	BSLD GA ACCT 59 TERM DISCOUNT INCORRECT
113538	06/23/1997 09:37AM	BSLD GA ACCT 13 .59 NOT TAXING CORRECTLY
123717	07/24/1997 08:50AM	BSLD GA PCC INTERNATIONL TO INTERNATIONAL CALLS SHOULD NOT BE TAXED
128395	08/13/1997 02:39PM	ACCOUNT CODES ARE BEING INCORRECTLY ASSIGNED FOR DA CALLS AND MIN. SETTLE. AMTS.
128445	08/14/1997 11:15AM	UBO - ISDN CUSTOMER NOT RECEIVING CALL ALLOWANCE IN SC

Figure 6

Query - Problem Tickets

☐ List
 ☐ Entities
 ☒ Dates
 ☐ Impact
 ☐ Misc
 ☐ Sort

Ticket Type:
 Owner:

Name	Created	Modified	Last Run	# Hits (last run)
David Wheeler Test Query	10-02-1998	10-02-1998	07-21-1999	11
Gary's Tickets	03-19-1998	03-19-1998	05-15-1999	0
Gene's Default Query	09-10-1998	09-13-1998	07-20-1999	0
Joy Test	02-02-2000	02-02-2000		0
TTS User Delete Query - Problem Tickets	07-26-1999	07-26-1999	08-04-1999	7
test3	02-04-2000	02-04-2000	02-04-2000	38

Figure 7

004290-004060

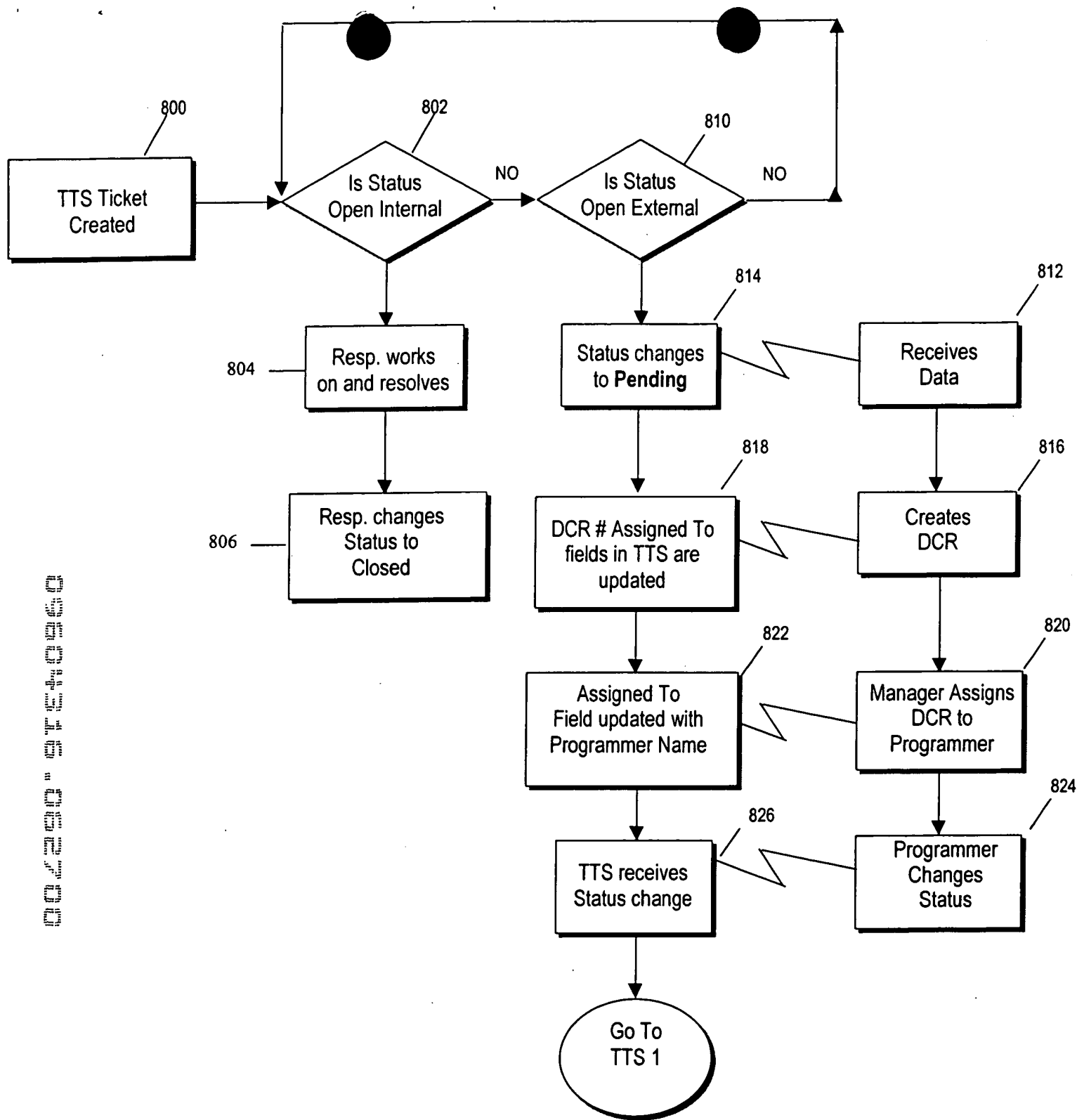


Figure 8A

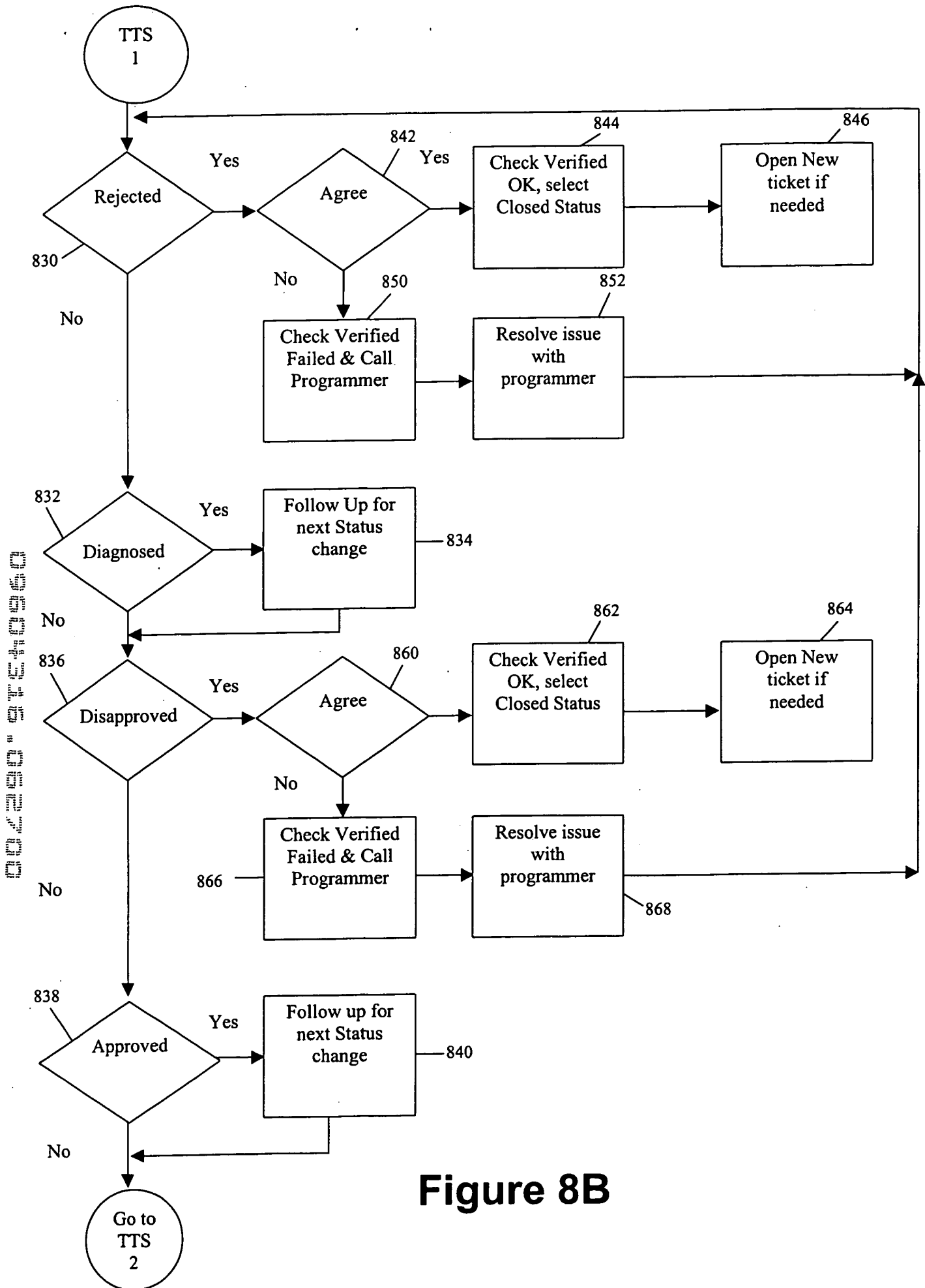


Figure 8B

